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Microsoft Support Network

The Microsoft Support Network offers you a wide range of choices and access to high-quality, responsive technical support. Choose the support that best meets your needs, with options ranging from electronic bulletin boards to annual support programs. For more information on technical support, check your product manual and online Help (press F1).

Save your Product Identification number for handy reference.

Having your Product Identification number on hand when you call will let us serve you faster.

1. Find your Product Identification number on the back page of your manual or on the product license agreement.
2. If you cannot locate your Product Identification number, when you contact Technical Support, an Identification Number will be assigned to your product.
3. Write your Product Identification number and the name of this product in the spaces provided below and keep it for reference when contacting Microsoft for technical support.

Product Identification number _____

Product Name _____

Electronic information services

Accessible 24 hours a day, 7 days a week, including holidays.

- Microsoft Connection on CompuServe®: Interact with other users and access the Microsoft Knowledge Base of product information.
- Microsoft FastTips: Automated answers to common questions and a library of technical notes delivered by recording or fax. (800) 936-4100.
- Microsoft Download Service: Access, via modem, the Driver Library and latest technical notes.
- Internet: Access the Driver Library and Knowledge Base.

Standard support

Unlimited no-charge support, via a toll call, is available from Microsoft support engineers. The Technical Support telephone number is located at the bottom of this card. Please have your Product Identification number available when you call. In the United States, hours are 6 A.M.–6 P.M. Pacific time. In Canada, hours are 8 A.M.–8 P.M. eastern time. Both are Monday–Friday, excluding holidays.

Other support options

The Microsoft Support Network also offers Priority and Premier plans which can be purchased on a per-incident, multiple-incident, or annual basis. For more information, in the United States, call (800) 936-3500. In Canada, call (800) 668-7975. Customers who are deaf or hard of hearing, using a TT/TDD modem, can dial (206) 635-4948 (U.S.) or (905) 568-9641 (Canada).

Services available in the United States and Canada only; in other locations, contact your local Microsoft subsidiary for information. The Microsoft Support Network is subject to Microsoft's then-current prices, terms, and conditions and is subject to change without notice. © 1994 Microsoft Corporation. All rights reserved. Microsoft is a registered trademark of Microsoft Corporation. CompuServe is a registered trademark of CompuServe, Inc. Alpha AXP is a trademark of Digital Equipment Corporation. Pentium is a trademark of Intel Corporation. MIPS is a registered trademark of MIPS Computer Systems, Incorporated.

U.S. Technical Support telephone number: (206) 637-9308

Canadian Technical Support telephone number: (905) 568-3503

Want the address of the most important person at Microsoft?

So do we.

You're our most important partner. And when you send in your address, we can help you get all of these benefits:

• Microsoft® Satisfaction Guarantee

Every Microsoft customer receives a 90-day Satisfaction Guarantee. If you are not completely satisfied with this product within 90 days from the date of purchase, return it for a full refund. Registration of this product is not necessary to receive your refund.*

• Access to Microsoft technical support

As a Microsoft customer, you're entitled to access technical support from Microsoft. See the back of this card for information about support plans available for this product.

• Priority notification and special pricing of Microsoft products

When you register by sending in the card below, you'll be the first to hear about new products. Furthermore, you'll enjoy special savings on upgrades for products you already use.

• Information about Microsoft TechNet

Microsoft TechNet is a subscription service that provides technical information on supporting and administering Microsoft-based solutions via monthly CDs.

• Microsoft product information via fax

Now you can access data sheets on Microsoft products 24 hours a day – instantly! Call (800) 727-3351 and we'll fax you a copy of the Microsoft Sales Fax Service catalog. (Available in the U.S. only.)

• Customer service when you need it

If you need more information about Microsoft products, warranties, or other product ownership questions:

- In the United States, call the Microsoft Sales Information Center at (800) 426-9400; customers who are deaf or hard of hearing, call Microsoft text telephone (TT/TDD) services at (800) 892-5234.
- In Canada, call the Microsoft Information Centre at (800) 563-9048; customers who are deaf or hard of hearing, call Microsoft Canada Telecommunications Device for the Deaf (TT/TDD) at (905) 568-9641.

Your chance to win a free trip to Hawaii or Florida

As soon as we get your registration card, we'll enter you in our exciting monthly sweepstakes. You pick the prize: a trip to the Westin Maui for two, or the Walt Disney World Swan in Orlando for four. Both include round-trip airfare on United Airlines, plus three nights and four days at a luxurious Westin Hotel. So send in your card today! (See sweepstakes rules for details.**)

UNITED AIRLINES

WESTIN HOTELS & RESORTS

*In the United States: To return this product for your money back, simply bring this package and all of its contents with proof of purchase back to the retailer from whom you purchased it or, you can mail same to Microsoft Returns, Attention: Satisfaction Guarantee Department, 21919 - 20th Avenue SE, Bothell, WA 98021. You will be refunded the cost of the product plus any sales tax you paid (shipping charges are not refunded).
In Canada: To return this product for your money back, simply bring this package and all of its contents with proof of purchase back to the retailer from whom you purchased it or, you can mail same to Microsoft Canada Order Center, 6150 Don Murie Street, Unit 2, Niagara Falls, Ontario L2E 6X8. You will be refunded the cost of the product plus any sales tax you paid (shipping charges are not refunded).

**Sweepstakes Rules and Regulations:
Offer good in the United States and Canada only. Twelve prizes will be awarded, one per month, beginning August 15, 1994, and ending July 15, 1995, under the supervision of ALCONE SIMS O'BRIEN INC. Winners will be chosen by a random draw on the 15th of each month from the entries received in the calendar month preceding each drawing. Nonwinning entries for each drawing will be discarded and will have no further chance to win. Entry for each drawing is limited to one entry for each product registration form obtained with each Microsoft product acquired. Or, you may enter once per drawing by printing your full name, address, and telephone number on a 3"x 5" card and mailing it to the MICROSOFT SWEEPSTAKES, P.O. Box 5106, El Toro, CA 92630. No purchase necessary to win. Odds of winning depend on the number of entries received for each drawing. Sweepstakes is open to residents of the United States and Canada who are over 18 years of age. Employees and immediate families of employees of Microsoft Corporation, its affiliates, subsidiaries, agencies, and ALCONE SIMS O'BRIEN INC., are not eligible. Winners will be notified by mail. To comply with Canadian law, Canadian winners will be required to answer a mathematical skill-testing question, administered by mail. Offer void where prohibited by law. All federal, state, local, and provincial laws apply. Taxes, if any, are the sole responsibility of the prize winner. Decisions of the judges are final and binding. Prior to departure, winners and their guests will be required to sign a form of release, releasing Microsoft Corporation and Microsoft Canada, Inc. from any liability with respect to the trip. All entries become the property of Microsoft Corporation and will not be returned. Each winner consents to the use of his or her name, address, and photograph in any publicity carried out by Microsoft Corporation, Microsoft Canada, Inc. and their advertising agencies. For the names of winners, available 90 days after the last sweepstakes drawing, send a stamped, self-addressed envelope to: Winners List, c/o MICROSOFT SWEEPSTAKES, P.O. Box 5106, El Toro, CA 92630. Any dispute or claim relating to this promotion and originating in the Province of Quebec may be referred to the Régie des loteries et courses du Québec. Approximate value of each drawing is U.S. $1500.00 to U.S. $2000.00, depending on winner's point of departure. Seepstakes expires June 30, 1995. Registration card or 3"x 5" card must be received by June 30, 1995. Winner cannot transfer prize. Prize is not redeemable for cash.
Prize Inclusions and Restrictions:
Winners will receive via mail a travel certificate for round-trip coach airfare on United Airlines to Maui for two persons, or to Orlando for four persons, from a major commercial airport in the United States or Canada; and authorization for accommodation for three nights for two persons at the Westin Maui, or for four persons at the Walt Disney World Swan in Orlando. Reservations with United Airlines must be made at least 14 days prior to planned travel date. Round-trip travel certificates cannot be redeemed at travel agencies, but rather at a United Airlines ticket counter or office. Round-trip travel certificates are nontransferable, nonrefundable, not extendible, not combinable. Round-trip travel certificates are good only on scheduled United operated flights. Round-trip travel certificates are not commissionable. Travel taken, using a travel certificate, is not eligible for Mileage Plus credit. The travel certificates and tickets issued against them will be good for travel for one year from date of issue or through July 30, 1996, whichever occurs first. Prizes do not include food, departure taxes, insurance, transportation to and from the airport, and other personal or incidental expenses. Hotel accommodation includes one standard room; all taxes, service charges,service fees, food and beverage, and other incidental charges are the responsibility of the registered guest. Reservations must be made in advance and as outlined on the award certificate provided. Stays subject to availability and blackout dates may apply. Prize is nontransferable and no prize substitutions or cash alternatives will be provided. The hotel award certificate will be valid for stays completed within one year from date of issuance or through July 30, 1996, whichever occurs first.

Keep this portion. Fill in your registration card below and return it today.

Detach here

Microsoft® U.S. Residents

First name | Middle initial | Last name

Company name (only if product purchased by company)

Mailing address (home address if personal purchase, company address if company purchase)

Additional address information (suite, apt., mailstop, etc.)

City | State | ZIP

Daytime phone with area code | Purchase date (month/day/year)

What type of computer do you primarily use? (check one only) (3c)

☐ B. 286 ☐ C. 386 ☐ D. 486 ☐ E. Pentium™ CPU
☐ F. Alpha/AXP™ ☐ G. MIPS® ☐ Y. Other ☐ Z. Don't know

Where do you use your computer? (check one only) (5)

☐ A. Business ☐ B. Home ☐ C. Both

Do you use a modem and/or CD-ROM drive with your computer? (check all that apply) (15)

☐ 27. Modem ☐ 18. CD-ROM drive

So that we may serve you better, please let us know how you use your computer: (15)

☐ 01. Spreadsheet ☐ 02. Word processing ☐ 05. Project scheduling ☐ 07. Basic programming
☐ 09. Accounting ☐ 11. Games/entertainment ☐ 12. Education/reference ☐ 15. Relational database
☐ 16. Presentation graphics ☐ 17. Application development ☐ 22. Desktop publishing ☐ 23. Children's software
☐ 24. Personal finance/organizer

Occasionally, we offer non-Microsoft products and services to our customers. If you do not want to receive these offers, please check here. ☐ (13a)

SKU 030-095V500

0794 Part No. 59462

Microsoft® Canadian Residents

First name | Middle initial | Last name

Company name (only if product purchased by company) | Title

Mailing address (home address if personal purchase, company address if company purchase)

Additional address information (suite, apt., mailstop, etc.)

City | Province | Postal Code

Daytime phone with area code | Fax # | Purchase date (month/day/year)

What type of computer do you primarily use? (check one only)

☐ A. 286 ☐ B. 386 ☐ C. 486 ☐ D. Pentium™ CPU
☐ E. Alpha/AXP™ ☐ F. MIPS® ☐ Y. Other ☐ Z. Don't know

Where do you use your computer? (check one only)

☐ A. Business ☐ B. Home ☐ C. Both

Do you use a modem and/or CD-ROM drive with your computer? (check all that apply)

☐ A. Modem ☐ B. CD-ROM drive

So that we may serve you better, please let us know how you use your computer:

☐ 1. Word processing ☐ 2. Spreadsheet ☐ 3. Database ☐ 4. Presentation graphics
☐ 5. Project scheduling ☐ 6. Desktop publishing ☐ 7. E-mail ☐ 8. Accounting
☐ 9. Games/entertainment ☐ 10. Programming ☐ 11. Children's software ☐ 12. Personal finance/organizer
☐ 13. Education/reference

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